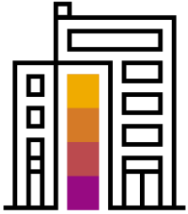




SAP® Innovation Awards 2020 Entry Pitch Deck

SAP enabling zoo keepers to spend more time with the animals

Taronga Conservation Society Australia



Company Information

Headquarters	Sydney, Australia
Industry	Animal conservation
Web site	Taronga.org.au

Please describe your company and its business. How is your company attempting to run as an intelligent enterprise? Use paragraphs or bullets, depending on what best serves the story.

- In 100 years Taronga has evolved from a location of entertainment to a mature conservation and education hub. As part of this evolution, Taronga Conservation Society Australia (TCSA) is partnering with SAP (SAP is a sponsor) to implement an SAP cloud based platform for core processes including finance, procurement, payroll and human resources.
- Employee experience is a key component of the TCSA digital strategy. TCSA have designed and developed the Staff Experience “Stax” cloud app to unify and simplify the employee experience for key transactions including food ordering, procurement, HR, approvals and notifications into a simple intuitive app to support mobile zoo keepers in the field, as well as simplify the experience for office staff.



SAP enabling zoo keepers to spend more time with the animals

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Taronga has a new partnership with its sponsor SAP to uplift core business systems to continuously updated cloud systems for finance, procurement, payroll and human resources. The project will provide current and continuously updated cloud systems for Taronga's new phase of commercial growth, as well as expanded education and conservation programs.." – **Cameron Kerr, CEO, Taronga Conservation Society Australia**

Challenge

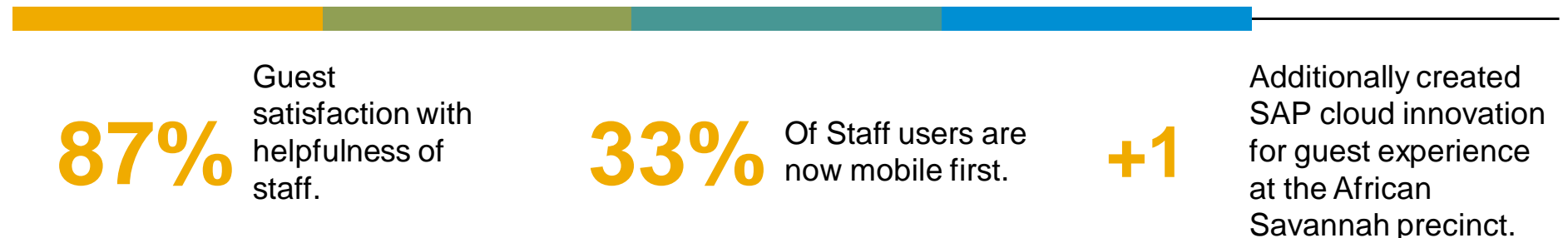
TCSA is partnering with SAP to uplift its core business systems to cloud for key functions including finance, procurement, payroll and human resources. TCSA were seeking to unify common staff functions and content onto a simple, intuitive mobile and desktop application to maintain employee productivity and engagement.

Solution

TCSA leveraged design thinking to design an SAP cloud platform application that unifies content and core business processes onto a single unified app – "Stax" Staff Experience application. This application keeps staff informed on key zoo updates, has maps and helps them to focus upon the guest experience and the animals.

Outcome

The project has delivered a fully deployed cloud application that improves employee engagement on zoo incidents and notifications, TCSA news and information, simplifies access to core administrative tasks, and captures staff feedback for continuous improvement.





Participating Partner Information

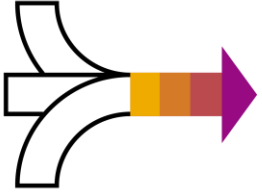
Bourne Digital

Bourne Digital designed and implemented the Stax SAP cloud platform application in partnership with Taronga Conservation Society Australia.



Taronga Conservation Society Australia have leveraged design thinking and cloud technology to simplify the employee experience and provide access to core notifications and content as well as finance, procurement and HR functions from its diverse set of cloud and on-premise applications. – **Selim Ahmed, CEO, Bourne Digital.**



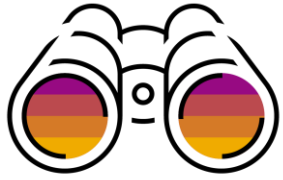


Business Challenges and Objectives

- Time consuming administrative functions such as HR, finance and procurement for largely mobile zoo workforce.
- Requirement to provide notifications and updates on zoo activities (e.g. closures) on a common application.
- Simplify access to core functions and content from any device at anytime, in a secure manner using existing corporate credentials.

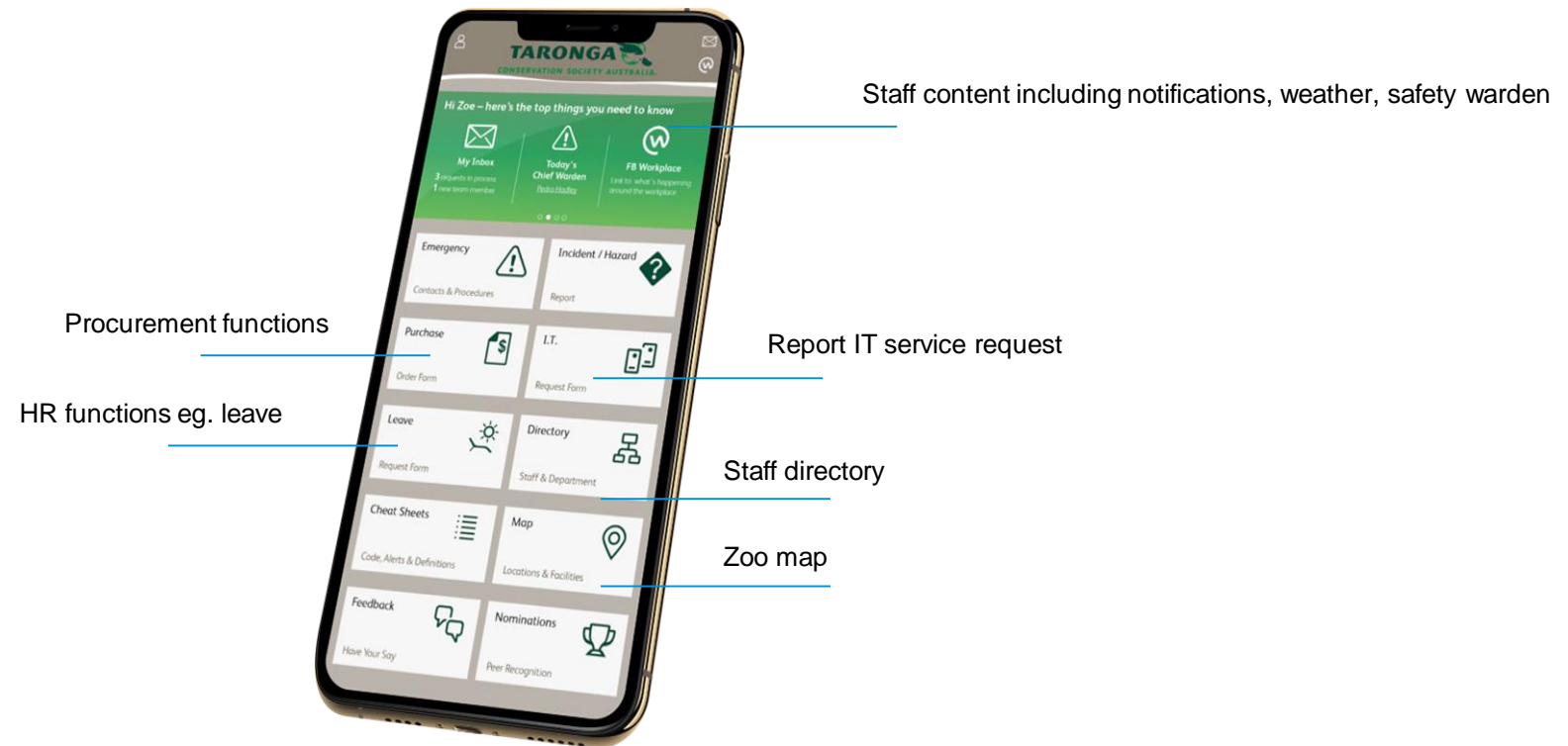


- Provide access to key zoo content such as safety warden updates, notifications (eg closures, animal sickness) and administrative functions in a simple and intuitive application.
- Provide access to SAP cloud (SAP S/4HANA, SAP SuccessFactors), SAP on-premise (SAP Business Suite) and other non-SAP systems from a unified application.
- Enable standardized workflow and approvals for common tasks using SAP Cloud Platform Workflow.



Project or Use Case Details

Use Case #1: Stax Staff experience app to enable access to content and corporate functions from a simple, secure and intuitive mobile and desktop experience.



Use Case 1:
Staff Experience Unified Launchpad



Benefits and Outcomes

Business or Social

Increased mobile access to core functions.

Reduce onboarding time for new staff through one application.

Improve staff productivity by enabling them to complete core functions in the field.

Standardise workflow and approvals for process integrity and simplification.

IT

Reduction in demand for IT support resources through improved user experience.

Human Empowerment

Staff are empowered to focus upon guest experience and animal welfare.

Improved staff engagement and awareness of zoo notifications.



Benefits and Outcomes



Key Stax statistics:

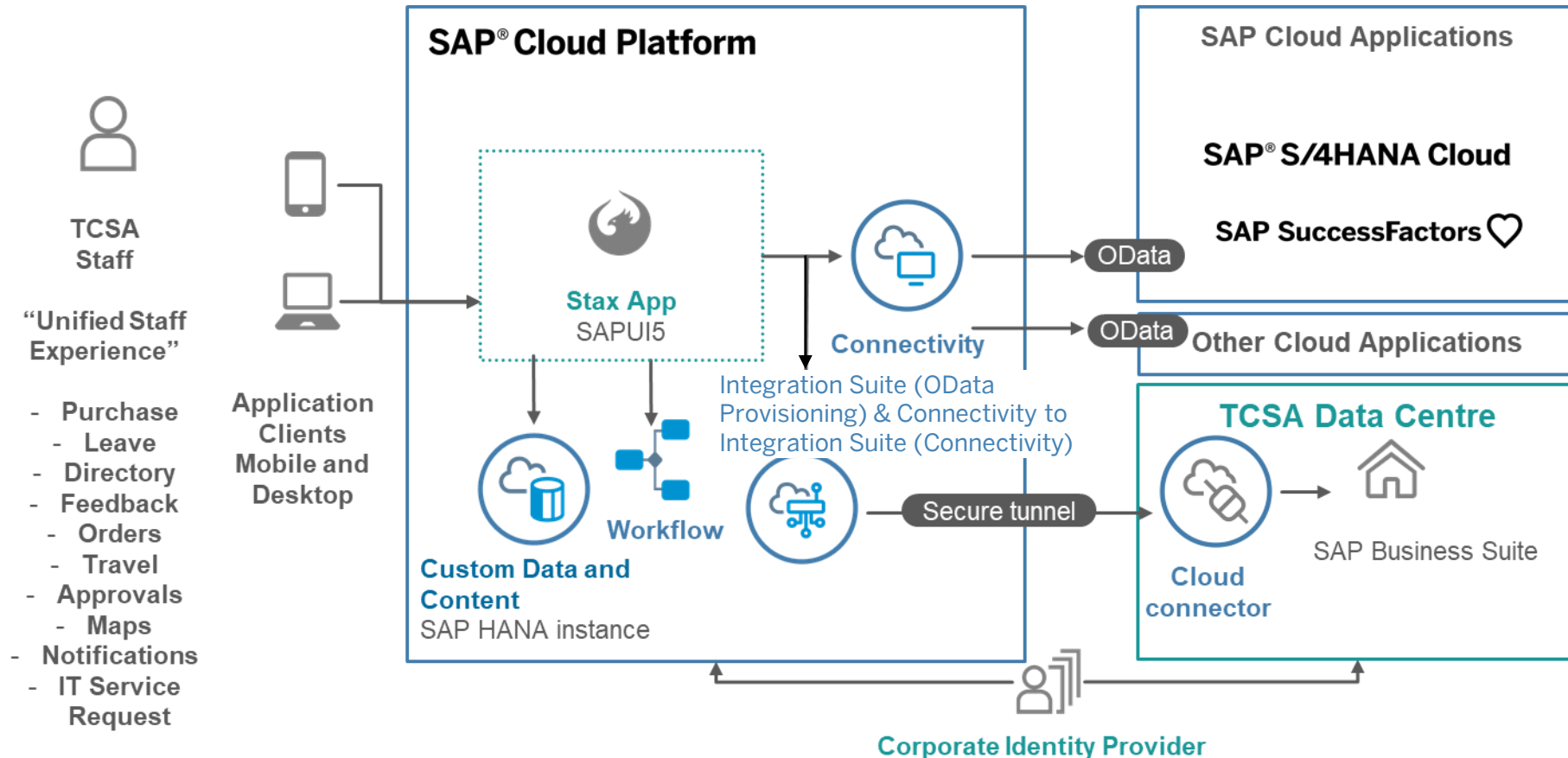
- Launched April 1st, 2019.
- 25,092 unique page views.
- 2000+ leave requests lodged via App.
- Average time of 1min 35seconds to lodge a leave request.
- 2500+ Purchasing Requisitions lodged via App.
- Average of 4mins to lodge a Purchasing Request for Manager's approval.
- 30 emergency codes issued via the App.

What we've noticed:

- Stax has become the 'go-to' for staff members looking to lodge leave requests, requisitions and for guest experience staff to issue site-wide alerts.
- Since using Stax, we've noticed a lot more uniformity for how incident alert emails are received. This makes it easier for our Guest Experience Officers to assess and respond to a situation as part of their response protocol.
- Staff at the Zoo find it easier to lodge leave and purchasing requisitions, as they no longer have to track down their line manager to physically sign-off on the form.
- Such is the demand for Stax that we have decided to iterate on the existing build to include additional features, such as domestic travel forms, hazard reporting and post goods receipts.



Architecture



Staff are able to orchestrate SAP and non-SAP functions, including emergency notifications plus TCSA content using SAP Cloud Platform.



Deployment

Deployment status Live

Date April 2019

Number of users 500+ users

SAP technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP Cloud Platform Portal	live	Mobile, desktop experience, security and integration
2	SAP Cloud Platform Workflow	live	Manage corporate workflow across functions and systems
3	SAP HANA	live	Content and Custom Data Store
4	SAP Cloud Platform Integration Suite	Live	Connectivity to Data center, other cloud SAP & non-SAP applications

If you have used one of the services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with ☒ one or more of the following offerings:

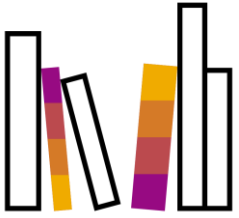
- ☐ SAP MaxAttention™
- ☐ SAP ActiveAttention™
- ☐ SAP Advanced Deployment
- ☐ SAP Value Assurance
- ☐ SAP Model Company
- ☐ Others:
- ☐ SAP Innovation Services
- ☐ SAP Innovative Business Solutions



Advanced Technologies

The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	No	
3	Internet of Things (IoT)	No	
4	Machine learning or AI	No	
5	Conversational AI	No	
6	Robotic process automation	No	
7	Data anonymization	No	
8	Augmented analytics	No	



Additional Information

- SAP Cloud Platform has also been used for guest experience application at the African Savannah to enable users to engage on bead making and share the Savannah experience with family and friends.
- Stax app is continually enhanced to support SAP S/4HANA cloud and SAP SuccessFactors implementation.
- Refer video https://www.youtube.com/watch?v=h3_3HXBkZ-8

“The two areas that have worked well for my team are the online purchasing module that enables quicker and seamless ordering of important equipment and services and allows the teams to be more agile.

The other key area is the chief warden scheduling. For the guest experience and switch team to know who the chief warden on their phones is of huge value. It enables communications to be directed quickly and efficiently to the right person and it means when codes are called the ability to identify the chief warden is very fast. This has replaced the inefficient process opening of drives on a desk top computer - finding spreadsheets of rosters etc. This ability builds confidence in the frontline teams.” – Paul Maguire, Director Guest Experience and Community Conservation.